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SERVICE STANDARD PERFORMANCE REPORT JANUARY 2020

OWNERS & BREEDERS SERVICES – JANUARY 2019

	Received	Processed	Actual December 2019 Processed
Horse Registrations	984	828	819
Change of Name	5	5	5

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual December 2019
Registration Applications received and completed in the month					828	819
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					156	96
Registration Applications completed within 5 business days of receipt <i>(261 of 828 – 31.52% completed in 2 business days)</i>	90%	90.94%	0.94%		753	742
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,588	190
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		317	283
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		85	50

TRAINERS & RACING SERVICES - JANUARY 2020

Calls Answered
14,585

Transactions	
Online	Phone
75.62%	24.38%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls	Traffic Light	Actual December 2019
Call Answer	60% of calls to be answered in less than 60 seconds	60%	76.61%	+16.61%	11,174		62.46%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	13.29%	-11.71%	1,938		15.81%
Call Answer	10% of calls answered over two minutes	10%	5.49%	+4.51%	801		16.71%
Call Answer	5 % of Calls Abandoned before being answered	5%	4.61%	+0.39%	672		5.03%
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.36 Mins	1.04 Min	14,585		1.41 Mins

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual December 2019
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	97.72%	-0.28%		90.35%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2%		99.56%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100%	+2%		97.36%
Scratchings	RA	Final Scratchings to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		99.12%
		20 min official close where Emergencies	98%	100%	+2.00%		99.56%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	167,993	
Email – Sent by RA		213,198

RACING AUSTRALIA SYSTEMS – JANUARY 2020

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual December 2019
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System <i>(Merge with SNS being reviewed)</i>	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>20 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.96%	+0.06%	99.96%
Racing Australia Private Label Websites	<u>130 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.71%	+0.19%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 Minutes unplanned downtime in month</u> 44,640 Minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE – JANUARY 2020

	Processed	Actual December 2019
Thoroughbred Parentage Testing Samples	262	201
Thoroughbred DNA Self Comparison Samples	153	60
Other Breeds DNA Profiling Samples	440	309
Other Breeds Diagnostic Samples	372	380

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time December 2019	Traffic Light
Parentage verification	14 days	5.60 days		5.40 days	
DNA self-comparison	14 days	4.50 days		7.00 days	
DNA profiled only	14 days	3.80 days		3.10 days	
Paternity testing	14 days	4.30 days		5.40 days	
Maternity testing	14 days	4.50 days		3.00 days	
Tokyo (Backup) panel testing	28 days	0 days		0 days	
Genetic disease tests	21 days	5.30 days		4.90 days	
Colour genetic tests	21 days	11.00 days		10.00 days	

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard